

CHILDREN'S HEARING AID PILOT PROGRAM (CHAPP) UCA 26-10-11

FAQs

REV 6:111413

FAQ for Participants:

1. Q: *What is CHAPP?*
A: CHAPP is the "Children's Hearing Aid Pilot Program". This law (H.B. 157) created a two-year pilot program within the Utah Department of Health to provide hearing aids to qualifying children under three years of age who have hearing loss. For more information, please see: <http://www.health.utah.gov/cshcn/CHSS/CHAPP.html>
2. Q: *How do I know if my child is financially eligible for the program?*
A: Family must be at or below 300 percent of the federal poverty level (<http://www.familiesusa.org/resources/tools-for-advocates/guides/federal-poverty-guidelines.html>). Please refer to the *CSHCN FINANCIAL FORM FOR CHAPP* for further details.
3. Q: *I think my child qualifies. How do I start the process?*
A: Participating pediatric audiologists have the appropriate application materials to begin the application process and can assist you in determining your child's eligibility to participate in the CHAPP program. Your application must be postmarked or received by UDOH prior to the child's third birthday.
4. Q: *How do I find a licensed audiologist with pediatric expertise who has information about this program?*
A: A list of providers can be found by contacting Utah Department of Health Children's Hearing and Speech Services at (801) 584-8215 or by visiting the EHDI-PALS website at the following address: www.ehdi-pals.org
5. Q: *What if my child is older than three years of age?*
A: Children who are age three or older do not qualify for this program.
6. Q: *My child recently turned three years old and I just heard about this program. Can I still apply?*
A: No. The CHAPP program benefits are limited to children under the age of three years even if the child's third birthday was very recent.
7. Q: *How many times can my child receive hearing aids from this program?*
A: Your child is eligible to receive **one set** of hearing aids (for the right and left ear). If your child received a set of hearing aids from the CHAPP program, but needs a second set prior to turning age three, your child is no longer eligible under the CHAPP program.
8. Q: *My child needs a hearing aid for just one ear. Can I obtain two hearing aids for that ear?*
A: No. Eligible children will receive one hearing aid per ear under the CHAPP program benefits.

9. Q: *Will I be reimbursed for other hearing aid-related services and products?*
A: No. The CHAPP program covers the costs associated with the purchase and fitting of one set of hearing aids and earmolds (see application). All other associated purchases (e.g., batteries, battery tester, cleaning tools, FM systems, additional earmolds) are not covered under the CHAPP program.
10. Q: *What do I do if I receive a bill from my audiologist for the hearing aids, fitting fees, or earmolds?*
A: You should not be billed for any portion of costs associated with the purchase of hearing aids, initial fitting fees, and first set of earmolds. Please contact your audiologist to clarify if a mistake has been made or if you are being billed for other products or services not covered by CHAPP.
11. Q: *After receiving the hearing aids, if they are not working properly or if I have any questions, whom should I call?*
A: Please call the audiologist who fit the hearing aids.
12. Q: *If I don't have an early intervention provider, whom should I call?*
A: Your audiologist can guide you to early intervention services. You can also contact the following for a list of early intervention services in your area:
- Utah Baby Watch at (801) 584-8226 (<http://www.utahbabywatch.org>)
 - Utah Department of Health Children's Hearing and Speech Services (801) 584-8215 (<http://www.health.utah.gov/cshcn/CHSS/index.html>)
 - Utah School for the Deaf and Blind (801) 629-4700 (<http://www.usdb.org/default.aspx>)
13. Q: *Once I apply for CHAPP, when will I be notified of eligibility?*
A: Your audiologist will be notified of eligibility usually within two weeks.
14. Q: *My child is not a Utah resident. Can my child still participate in this program?*
A: No. Your child must be a Utah resident to participate in this program.
15. Q: *I just recently purchased hearing aids for my child. Can I obtain another set of hearing aids from the CHAPP program for my child to have for future use?*
A: No. This program is limited to children who do not own hearing aids or their current hearing aids are not appropriate.
16. Q: *What documentation can I use for verification of age and Utah residency?*
A: Child's birth certificate, current utility bill, passport, or other similar documents.